



# Community Health Improvement Plan Annual Report, October 2018 – September 2019

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*Florida Department of Health  
in  
Hillsborough County*

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## INTRODUCTION

The Florida Department of Health in Hillsborough County (DOH–Hillsborough) used a modified Mobilizing for Action through Planning and Partnerships (MAPP) process to complete its 2015/2016 Community Health Assessment (CHA) and develop its 2016–2019 Community Health Improvement Plan (CHIP). The CHA included four assessments, the *Community Health Status Assessment*, the *Community Themes and Strengths Assessment*, the *Forces of Change Assessment*, and the *Local Public Health System Assessment* which together provide a measure of the overall health of the community. Results from these four assessments were used to determine priority areas for the county. The CHIP was created with the input of community partners who formed workgroups which then developed action plans to address the priority areas identified during this CHA/CHIP cycle (2016-2019).

Priority areas were monitored on a quarterly basis. The Access to Care action plan was closed out in the 2017-2018 reporting year as that plan met its 3-year target in the first two years. This report provides a status update for year 3, October 1, 2018–September 30, 2019 on progress made in the remaining priority areas: Behavioral Health, Obesity and Health Literacy. Action plans for these priority areas were closed out to conclude the 2016-2020 CHIP with the exception of Health Literacy. Health Literacy will be included in the 2020-2025 CHIP currently being developed.

The most recent version of the 2015/2016 CHA can be found at <http://hillsborough.floridahealth.gov/programs-and-services/community-health-planning-statistics/improvement-planning/index.html>. The most recent version of the 2016 – 2020 CHIP can also be found by following that link. Once the 2019 CHA and the 2020-2025 CHIP are complete, they will also be available by following the above link

## PRIORITY AREAS

### *BEHAVIORAL HEALTH*

#### Workgroup Meeting Dates

October 24, 2018	November 28, 2018	January 17, 2019	February 21, 2019	March 21, 2019
April 18, 2019	July 18, 2019	August 2, 2019	September 19, 2019	

#### Current Workgroup Members

Jana Balicki	ACTS
Sandra Wilkinson	ACTS
Monica Rousseau (Co-chair)	BayCare Health System
Anthony Santucci (Co-chair)	BayCare Health System
Michelle Whittier	Brandon Regional Hospital/HCA
Carol Eloian	Central Florida Behavioral Health Network (CFBHN)
Marcia Munroe	Central Florida Behavioral Health Network (CFBHN)
Deanna Obregon	DACCO
Chante Shifflett	Department of Corrections
Dr. Ayesha Johnson	DOH–Hillsborough
Joe Lallanilla	Gracepoint
Melissa Powell	Gracepoint
Roaya Tyson	Gracepoint
Barbara Macelli	Healthy Start
Shannon Rhodes	Hillsborough County Health Care
Philip Conti	Hillsborough County Health Care
Marie Marino	Hillsborough County Public Defender's Office
Dep. Christopher Cullinan	Hillsborough County Sheriff's Office

Ana Maria Daniels	Hillsborough County Sheriff's Office
Dep. Stephanie Krager	Hillsborough County Sheriff's Office
Sean Powell	Moffitt Cancer Center
Heather Rohan	NAMI-Hillsborough
Tina Young	Project LINK, Inc
Kimberly Browne	Tampa General Hospital
Juliana Castillo	Tampa General Hospital
Dr. Seema Weinstein	Tampa General Hospital
Ashley Wynn	Tampa Hillsborough Homeless Initiative
Ofc. Dan McDonald	Tampa Police Department
Dr. Joe Bohn	USF College of Public Health
Dr. Glenn Currier	USF Morsani College of Medicine
Dr. Saundra Stock	USF Morsani College of Medicine

## Summary

The *Behavioral Health* workgroup achieved its goal of designing a care coordination model aimed at providing the most appropriate level of care for persons in need of behavioral health services in Hillsborough County. The pilot was funded with a 2-year commitment from two local non-profit hospital partners, and a 1-year commitment from DOH-Hillsborough. The goal of implementing the pilot model has been achieved. This action plan is therefore complete. However, the workgroup will continue to meet to provide feedback on the the progres of the pilot. The table below shows the progress made on the *Behavioral Health* action plan. There were no revisions to this action plan during the 2018 – 2019 reporting period.

Status indicators are as follows:
















= Little or no movement toward objective target / not complete



= Some progress toward objective target / on schedule



= Complete

Priority Area 2: Behavioral Health	
<b>Relevant Indicators:</b> Care Coordination Model drafted.	
<b>Goal:</b> Provide the most appropriate level of care for those in need of behavioral health services in Hillsborough County.	
<b>SMART Objectives:</b> <ul style="list-style-type: none"> <li>By December 31, 2017, develop a Care Coordination Model for High Utilizers in Hillsborough County.</li> <li>By December 31, 2019, provide a Year 1 progress report for the Hillsborough Care Coordination Pilot</li> </ul>	
<b>Strategy:</b> Evaluate best practices and develop a care coordination model to address the needs of high-utilizers of behavioral health services in Hillsborough County.	
Action Steps	Action Status
Identify and evaluate related care models & best practices	
Define high-utilizers (ensure that both medical and behavioral health issues are included)	
Inventory resources (including specific individuals & organizations working on similar initiatives)	
Identify relevant data	
Select care coordination model for Healthy Hillsborough	
Establish care and coordination process and protocol	
Create multi-facility release	
Identify potential funding sources to partner with to launch county-wide coordination model pilot	
Evaluate the need for awareness campaign / Develop a communications plan to locate people in need	
Complete Community Orientation/Presentation to Provider Community.	
Draft Pre-Participation satisfaction survey [No longer feasible]	
Communicate Pilot progress	
Provide summary report of year 1 progress	

## OBESITY

### Current Workgroup Members

Stefanie Alt	BayCare
Danielle Mauck	BayCare
Elaine Oliver	BayCare
Allison Nguyen	DOH-Hillsborough
Maria Russ	Hillsborough County Public Schools
Carla Sparks	Hillsborough County Public Schools
Rocio “Rosy” Bailey	In Season Pro
Tina Young	Project LINK, Inc.
Teresa Linder	Shriners Hospital for Children
Tamika Powe (Chair)	Tampa General Hospital
Jamila Lepore	UF/IFAS Hillsborough Extension
Dawn Kita	YMCA

### Summary

The *Obesity* workgroup had sustained participation in Evidence-Based Interventions (EBIs) for obesity. The workgroup continues to increase access points for interventions and outreach to residents. There were 1,513 participants in year three. Over the course of the 3-year action plan, 5,938 persons participated in EBIs for obesity. This surpassed the target of 2,284 therefore this action plan is complete. DOH-Hillsborough and their partner agencies continue to provide opportunities for persons to access EBIs for obesity. There were no revisions to this action plan during the 2018 – 2019 reporting period.

Status indicators are as follows:









= Little or no movement toward objective target / not complete



= Some progress toward objective target / on schedule



= Complete

Priority Area 3: Obesity	
<b>Relevant Indicators:</b> Number of Participants in Evidence-Based Interventions for Obesity.	
<b>Goal:</b> Increase Participation in Evidence-Based Interventions (EBI) for Obesity.	
<b>SMART Objective:</b> By September 30, 2019, increase the number of people participating in evidence-based obesity intervention programs by 10%.	
<b>Strategy:</b> Conduct outreach and education for obesity management and prevention classes and programs.	
Action Steps	Action Status
Inventory existing EBI obesity programs from CY 2015 to establish a baseline by recording: <ol style="list-style-type: none"> <li>1. The name of the EBI program;</li> <li>2. The Managing Organization of the EBI program;</li> <li>3. The total number of participants in the first class for the entire year.</li> </ol>	
Inventory existing EBI obesity programs from CY 2016 – September 30, 2019 and record: <ol style="list-style-type: none"> <li>1. The name of the EBI program;</li> <li>2. The Managing Organization of the EBI program;</li> <li>3. The number of participants in the first class;</li> </ol>	
Develop and enhance relationships with partners who can help us increase the number of participants in EBI obesity programs.	
Increase the number of access points for EBI Obesity programs as needed.	
Increase healthcare provider awareness of work group's EBI Obesity programs.	
Evaluate outcomes	



## HEALTH LITERACY

### Advisory Group Meeting Dates

December 5, 2018

### Current Advisory Group Members

Rachel Chase	DOH-Hillsborough	Dr. Cheryl Vamos	USF College of Public Health
Dr. Leslene Gordon	DOH-Hillsborough	Rachel Logan	USF College of Public Health
Allison Nguyen	DOH-Hillsborough	Teddi Harris	Hillsborough Community College
Taylor Caragan	DOH-Hillsborough	Kareem Young	LiftHealth
Victor Rodriguez	AHEC	Sherri Gay	Suncoast Community Health Centers

### DOH-Hillsborough Sub-Committee Workgroup Meeting Dates

October 10, 2018	November 9, 2018	March 6, 2019	April 8, 2019
August 8, 2019	September 5, 2019		

### Current DOH-Hillsborough Sub-Committee Members

Rachel Chase	Community Health	Andrea Giraldo	Community Health
Dr. Leslene Gordon	Community Health	Kelsey Christian	Community Health
Allison Nguyen	Community Health	Greg Waldroff	Administrative Services
Taylor Caragan	Community Health	Bonnie Watson	WIC/Nutrition
Grace Liggett	Community Health	Danielle Jones	WIC/Nutrition

## Summary

DOH-Hillsborough launched a Health Literacy Initiative with the goal of addressing health literacy in the community. The workgroup identified the priority populations as youth and DOH-Hillsborough staff. Action plans were then developed to provide relevant health literacy programming options or policy guidance to youth-serving organizations. A youth health literacy curriculum was piloted in collaboration with a community partner. A survey to assess DOH-Hillsborough staff health literacy was administered and programming developed to increase staff health literacy capacity. The tables below show the progress made on the *Healthy Literacy* action plans. There were no revisions to this action plan during the 2018 – 2019 reporting period. These action plans will be included in the 2020-2025 CHIP.

Status indicators are as follows:



= Little or no movement toward objective target / not complete



= Some progress toward objective target / on schedule



= Complete

### Priority Area 5.1: Hillsborough Health Literacy Initiative (Youth)












**Action Plan Workgroup Co-chairs:** Rachel Chase, Taylor Caragan

**Action Plan Advisory Committee and Workgroup Members:** Taylor Caragan, Rachel Chase, Dr. Leslene Gordon, Allison Nguyen - DOH-Hillsborough; Teddi Harris - ECHO/HCC; Kareem Young - LIFT Health; Sherri Gay - Suncoast Community Health Centers; Rachel Logan, Dr. Cheryl Vamos - University of South Florida, College of Public Health; Victor Cruz – AHEC

**Relevant Indicators:** Organizational assessments conducted; Program, policy, and evaluation plans created and implemented

**Goal:** Provide relevant health literacy programming options or policy guidance to youth serving organizations in Hillsborough County

**SMART Objective:** By July 31, 2020 have in place a health literacy approach (policy guidance, curriculum options, or train the trainer programming) offered to youth serving organizations.

<b>Strategy:</b> Community assessments and piloting. Program planning, policy development.	
Action Steps	Action Status
Create master list of youth-serving organizations and contact information	
Create a formative interview questionnaire and interview 3-4 youth serving organizations	
Identify survey objectives, create a survey and a survey introduction flier	
Deploy survey to youth serving organizations and gather results	
Summarize survey results	
Develop policy, curriculum or train the trainer programming options along with branding, marketing materials, evaluation and launch plans. Utilize CFIR or other theory of change framework. Include youth voices.	
Pilot test draft materials with internal work-group organizations (LiftHealth, Wimauma CDC). Include children, parents, and staff. Gather evaluation results.	
Modify approach and materials as necessary.	
Launch/market opportunity with youth serving organizations.	
Deploy policy, curriculum or train the trainer programming.	
Evaluate Initiative.	

## Priority Area 5.2: Hillsborough Health Literacy Initiative (DOH Staff)

**Action Plan Workgroup Co-chairs:** Rachel Chase, Taylor Caragan

**DOH Action Plan Workgroup Members:** Taylor Caragan, Rachel Chase, Dr. Leslene Gordon, Allison Nguyen, Grace Liggett, Bonnie Watson, Danielle Jones, Andrea Giraldo, Greg Waldroff, Kelsey Christian- DOH-Hillsborough Staff








**Advisory Committee Members:** Javan Frinks – Wimauma CDC; Teddi Harris - ECHO/HCC; Lorie Tonti – HCPLC; Kareem Young - LIFT Health; Sherri Gay - Suncoast Community Health Centers; Rachel Logan, Kathryn Zaffiri, Dr. Cheryl Vamos - University of South Florida - College of Public Health; Victor Cruz -





**Relevant Indicators:** Staff and organizational assessments conducted; program, policy and evaluation plans created and implemented.

**Goal:** Provide DOH staff with a health literacy initiative relevant to their jobs and personal lives to increase health literacy capacity.

**SMART Objective:** By June 30, 2020 have in place an agency-wide initiative to improve the health literacy capacity of the agency and of at least 80% of agency staff.

**Strategy:** Social marketing assessments and piloting. Program planning. Policy development.

Action Steps	Action Status
Get on the agendas of PMT, SLT and other divisional meetings for surveys.	
Conduct an organizational environmental scan of health literacy for assessing current capacity.	
Survey divisional staff for health literacy awareness through a pen and paper approach at standing meetings. Gather optional staff contact information for further in-depth interviews (social marketing approach). Promote for health literacy month in October.	
Interview individual staff from different divisions and staffing levels to probe deeper on findings and to inform program planning (social marketing approach).	
Revisit internal messaging, branding, and communications plan (explore "health literacy", definitions used etc.)	
Meet with agency PIO and Employee Council to discuss health literacy and potential areas of alignment.	
Develop draft program, policy, and evaluation recommendations.	

Present senior leadership with the draft recommendations. Include the “emotional why”, regulatory (accreditation and otherwise), fiscal and ethical considerations for integrating health literacy into the agency.	
Implement program and policy recommendations with pilot phases as appropriate.	
Evaluate, assess and report on the programs and policies for increased capacity, effectiveness and sustainability.	
Implement health literacy programming for DOH-Hillsborough staff.	

## APPENDICES

### APPENDIX A: STEERING COMMITTEE MEETING: CHIP REVIEW

#### Summary

A Healthy Hillsborough Steering Committee meeting held on September 24, 2019. During this meeting, the statuses of action plans for in the 2016 – 2020 CHIP were reviewed.

**Access to Care:** This action plan was previously closed out. The SMART objective of: By September 30, 2019, reduce the percentage of uninsured individuals under 65 years old in Hillsborough County by 2%, was achieved.

**Behavioral Health:** The pilot to provide the most appropriate level of care for high need high utilizers was discussed. The challenges surrounding continued funding were discussed.

**Obesity:** The obesity SMART objective: By September 30, 2019, increase the number of people participating in evidence-based obesity intervention programs by 10%, was met. At the meeting it was discussed that this action plan surpassed its target. Participating organizations plan to continue providing access points for community members to obtain evidence-based interventions for obesity.

**Health Literacy:** Meeting members were updated on the youth programming and the DOH-Hillsborough staff health literacy initiative that was currently in-progress.

## APPENDIX B: STEERING COMMITTEE MEETING AGENDA



Healthy Hillsborough Steering Committee Meeting  
DOH-Hillsborough Kelton Community Room  
4704 W Montgomery Ave, Tampa, FL 33616  
September 24, 2019 9:30 a.m. – 11:30 a.m.



### Agenda

**Purpose:** To provide updates on the CHA / CHNA collaborative process.

Topic	Lead
Welcome and Introductions	Dr. Gordon
Healthy Hillsborough <ul style="list-style-type: none"><li>• Priorities &amp; CHIP Action Planning<ul style="list-style-type: none"><li>○ Program inventory</li><li>○ Asset inventory</li><li>○ Action planning next steps</li><li>○ Closing out 2016 – 2019 CHIP action plans</li></ul></li><li>• Plans for reporting &amp; Data platform<ul style="list-style-type: none"><li>○ Joint report release dates</li></ul></li></ul>	All
NLAPH Updates	Dr. Gordon
Other	All
Review of Action Items Arising from this meeting	Grace Liggett
Next meeting 10/29, 12/3	Grace Liggett
Adjourn	

## APPENDIX C: STEERING COMMITTEE MEETING NOTES



**Healthy Hillsborough Steering Committee Meeting**  
**DOH-Hillsborough Kelton Community Room**  
**4704 W Montgomery Ave, Tampa, FL 33616**  
**September 24, 2019 9:30 a.m. – 11:30 a.m.**



### Notes

#### Action Items

- Dr. Johnson will send out a poll for the next Steering Committee meeting date.
- All agencies should send resource/program/partners for health priorities to Dr. Johnson.
- Dr. Johnson will share the merged resource inventory for the top issues with the group.
- Vashti will check on when the HCI Final Report will be available and if the group can review it before it is posted.

#### Key Decisions

- The Steering Committee will develop joint initiatives to address 'Access to Health Services' and 'Exercise, Nutrition & Weight.' Planning will begin next meeting.

**Purpose:** To provide updates on the CHA / CHNA collaborative process.

Topic
<p><b>In Attendance:</b> Dr. Gordon, Dr. Johnson, Allison Nguyen, Grace Liggett, Jenna Davis, Kimberly Williams, Harold Jackson, Vashti Ciceron (via phone)</p>
<p><b>Healthy Hillsborough</b></p> <ul style="list-style-type: none"> <li>• <b>Priorities &amp; CHIP Action Planning</b> <ul style="list-style-type: none"> <li>○ <b>Program inventory-</b> Steering Committee members have sent the programs/organizations/assets relevant to each of the top health priorities to Dr. Johnson. Dr. Johnson will compile these lists for each top priority and distribute to the group.</li> <li>○ <b>Action planning next steps-</b> DOH Steering Committee members have looked at the top 5 health priorities to explore how to develop the CHIP. Behavioral health (mental health and substance use) will be addressed by the larger four county collaborative. Diabetes is already being addressed through many community initiatives and DOH programs. Maternal/Fetal/Infant health will likely be addressed</li> </ul> </li> </ul>





Healthy Hillsborough Steering Committee Meeting  
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## Notes

through the State and Healthy Start Coalition, which DOH supports. Access to Care and Exercise, Nutrition & Weight are the two remaining focus areas that DOH proposes addressing collaboratively with the Steering Committee. AdventHealth is currently building their Community Improvement Plan and wants to partner on joint initiatives. Moffitt is investing in Access to Care through health care navigators. BayCare is also investing in Access to Care through patient navigators and through Uber vouchers (for transportation barriers). Tampa Family Health Centers is currently working on several food-related initiatives, including creating community gardens on-site at their Osborne clinic location, and the long-term goal of community gardens at all locations, food pantries on-site, Rx's for medically-tailored meals, etc. In terms of access, Tampa Family has a medical van that reaches out to underserved populations by partnering with Metropolitan Ministries and others. The group discussed other initiatives in the county to address food insecurity, such as farmers markets. Harold referred to a study from USF that explored food access in East Tampa; he will send it to the group. The group also discussed potential partners to be included and consulted in developing plans, such as Parks & Recreation, and the importance of understanding what is currently available and happening before embarking on a new initiative. The group discussed the importance of community members knowing what resources are available. This may inform initiatives on our health priorities. One idea is to develop and expand a database of community resources that can be distributed to community members and partnering organizations. Awareness is a critical component of accessing resources (including food, exercise, health care, etc.). All agencies present at this meeting expressed interested in collaborating on addressing Access to Care and Exercise, Nutrition & Weight. Planning for these initiatives will begin at the next Steering Committee meeting.

- **Closing out 2016 – 2019 CHIP action plans-** Dr. Johnson updated the group on the 2015-2020 CHIP. The Behavioral Health Action Plan project (providing care coordination for high-utilizers of ER/law enforcement for behavioral health issues)



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### Notes

will continue, but the Steering Committee will no longer be monitoring the progress or providing updates. The Obesity Action Plan achieved its goal of enrolling more community members in evidence-based interventions, and will continue connecting people to classes, but will no longer be monitored by the Steering Committee. The Access to Care action plan was achieved and closed previously. The Health Literacy action plan is continuing onward (at least through June 2020) and will be monitored by the Steering Committee and included in the upcoming CHIP.

- **Plans for reporting & Data platform**

- **Joint report release dates-** Vashti estimated it will be released by the end of December 2019. The group asked that the report be distributed to the group for review before it is released/posted. Vashti will confirm if this is possible and let the group know.

**NLAPH Updates-** Dr. Gordon thanked the Steering Committee for coming to our meeting with our NLAPH coach Dr. Moore. Our team is continuing to decide our next steps for the project. Our goal of screening and referring in the ER is complicated by the fact that ERs rely on moving patients through quickly, and this process could slow that process down. We have screeners continuing to pilot the process in two WIC clinics and our Specialty Care Clinic, through December 2019. We are learning that housing is the most difficult need to address, as the community resources for housing are limited.

**Adjourn-** Meeting adjourned at 10:50 A.M.

# CHIP ANNUAL REPORT 2018 – 2019



### Sign-In Sheet

Print Name	Organization	Email Address	Best Phone Contact
Allie Nguyen	FOCH-Hillsborough	allie.n.nguyen@flhealth.gov	813-559-4186
Ayesha Johnson	"		on file
Jenna Davis	Moffitt	Jenna-Davis@moffitt.org	813-745-6298
Leslene Guster	FDH		
Harold Jackson	Tampa Family Health Ctr	h.jackson@tcfhcnetwork.org	813-866-0930
Kimberly Williams	AdventHealth	Kimberly.r.williams@AdventHealth.com	
Vaathi Ciceron (on phone)	BayCare		
Grace Hight	FOCH	langdon.liggett@flhealth.gov	

***APPENDIX E: HEALTHY HILLSBOROUGH STEERING COMMITTEE*****Meeting Dates**

July 31, 2018	November 14, 2018	December 7, 2018	January 15, 2019
February 11, 2019	February 27, 2019	March 11, 2019	March 26, 2019
April 8, 2019	April 23, 2019	May 13, 2019	May 28, 2019
June 10, 2019	June 25, 2019	July 8, 2019	August 14, 2019
September 10, 2019	September 24, 2019		

**Current Members**

Kimberly Williams	AdventHealth
Lisa Bell	BayCare
Vasthi Ciceron	BayCare
Colleen Mangan	BayCare
Dr. Leslene Gordon	DOH–Hillsborough
Dr. Douglas Holt	DOH–Hillsborough
Allison Nguyen	DOH–Hillsborough
Dr. Ayesha Johnson	DOH–Hillsborough
Grace Liggett	DOH–Hillsborough
Stephanie Sambatakos	Johns' Hopkins All Children's Hospital
Jenna Davis	Moffitt Cancer Center
Cathy Grant	Moffitt Cancer Center
Sonia Goodwin	Suncoast Community Health Centers
Terence Beck	Tampa Family Health Centers
Deanne Cornette	Tampa Family Health Centers
Tamika Powe	Tampa General Hospital